WARRANTY PLANS & POLICY – EINSCAN TRAK
AS OF 2026 (Valid from Aug1st 2026)

SHINING 3D is committed to bringing products built with the best quality, value, and performance to the market. Our products are built to perform with reliability and within tolerance during their lifespan.

SHINING 3D is focused on providing competitive plans tailored to fit your needs.

Warranty Plan Option at a glance

Feature	Standard Warranty	SHINING 3D Peace of Mind
Technical support and Self-help knowledge base	✓	✓
Labor and Part	✓	✓
Embedded Software and firmware update[1]	✓	✓
Shipping from SHINING 3D to you[2]	✓	✓
Shipping from you to SHINING 3D[2]	✗	✓
Trade-in Benefit[3]	✗	✓
Accidental damage coverage[4]	✗	✓
5% Discount of Accessories	✗	✓
Duration	1 year (Extendable to 3 years)	Maximum 3 years

NOTES:

1. *Embedded software updated refers to the scanning software to the scanner and do not include standalone software licenses like Solid Edge, Geomagic Essentials, QUICKSURFACE, EXModel or similar.*
2. *Shipping cost exclude custom brokerage fees, duties, taxes, and VAT.*
3. *Additional 5% off the retail price of the target scanner when you apply for a trade-in if the scanner has SHINING 3D Peace of Mind.*
4. *Accidental damage coverage includes unexpected physical damage. The customer pays $200 USD per accidental drop, with a limit of two incidents per year.*

Standard Warranty

Standard Warranty is automatically included with purchase of any SHINING 3D hardware products at no additional cost, which covers that products fail electrically or mechanically due to manufacturing defects arising within Warranty Duration.

The commencement date of standard warranty is determined as follows:

1. The warranty shall commence on the date of the initial activation of the product.
2. In cases where the user is unable to provide the activation date, the commencement of the warranty will be determined by the date indicated on the purchase invoice.
3. If the user cannot provide purchase invoices or does not have a record of the first activation, the warranty commencement date will be established based on the shipment date of the product recorded in SHINING 3D.

Duration:

- New EinScan Trak: SHINING 3D warrants for a period of twelve (12) months "Standard Warranty" for EinScan Trak.
- Refurbished EinScan Trak: SHINING 3D warrants for a period of six (6) months "Standard Warranty" for refurbished EinScan Trak and cannot be extended.
- Standard Warranty can only be extended within 60 days of the start of the warranty and the extended period is up to a maximum of 3 years.

Coverage:

- Technical Support: Access to email support, TeamViewer, and self-help knowledge base.
- Labor and Parts: Covers repair costs for manufacturing defects or malfunctions.
- Shipping: SHINING 3D is responsible for outbound shipping (airport-to-airport or port-to-port, except custom fees, handling, import duties at the customer destination point, or taxes). Customer is responsible for inbound (return) shipping and associated costs for goods delivered to SHINING 3D after the 14-day DOA period.
- Service Timeline: Services are targeted for completion within 7-14 working days from device receipt.

Return Material Authorization (RMA) :

- Customers are required to obtain a formal "Return Agreement" document from SHINING 3D Customer Service Department by submitting a ticket at support.einscan.com prior to returning any piece of product for service.
- Products specified in Return Agreement must be shipped out within seven (7) days of issuance. Failure to meet this deadline will necessitate a new Return Agreement, and the warranty status will be reassessed.
- If the entire scanner is replaced, the warranty period for the new scanner shall be the remaining duration of the original scanner's warranty period. If a part is repaired or replaced, the warranty period for that part shall be 90 days from the date of repair or replacement, or the remaining warranty period of the original scanner, whichever is longer.

SHINING 3D Peace of Mind

The Peace of Mind plan is a premium upgrade offering priority service and enhanced benefits for EinScan Trak purchased on or after A u g 1st, 2026. Refurbished models are ineligible.

Availability:

- Can be purchased as an upgrade of the Standard Warranty at the point of sale, or within 60 days since the warranty starts.
- Additional scanner condition check will be required before purchasing the SHINING 3D Peace of Mind after the point of sale.

The commencement date of Peace of Mind plan is determined as follows:

1. The warranty shall commence on the date of the initial activation of the product.
2. In cases where the user is unable to provide the activation date, the commencement of the warranty will be determined by the date indicated on the purchase invoice.
3. If the user cannot provide purchase invoices or does not have a record of the first activation, the warranty commencement date will be established based on the shipment date of the product recorded in SHINING 3D.

Duriton:

- Peace of Mind plan upgrades the standard one-year warranty included with the purchase of Products to an initial warranty period of two (2) years from the commencement date, as defined in the policy. Prior to the expiration of this initial two-year warranty period, the coverage can be extended for an additional one (1) year, ensuring that the total warranty period does not exceed three (3) years.
- By opting for Peace of Mind plan, customers receive enhanced protection, with issues arising during the first year of the Products' lifespan covered under the Peace of Mind policy's terms, including priority service and additional benefits as specified in the coverage section. Coverage continues for eligible issues beyond the first year, ensuring comprehensive protection up to a maximum of three (3) years from the commencement date.

Coverage:

- All points covered under the Standard Warranty Priority service scheduling.
- Priority Service: Front-of-the-queue scheduling for faster resolutions.
- Two-Way Shipping: SHINING3D is responsible for both inbound and outbound shipping, except re-export, re-import duties or custom fees.
- Get an extra 5% off the retail price of the target scanner when apply for a trade-in.
- 5% discount for purchasing accessories: scanning markers, cable, calibration board.
- Accidental damage coverage, accidental damage which refers to unexpected and unintentional physical damage, and it is limited to two incidents per year.
- The Customer shall bear the responsibility for $200 USD per accident in the case of accidental drop damage.
- Any parts, scanners that are damaged or replaced, become the property of SHINING 3D and cannot be reclaimed by the owner.

Return Material Authorization (RMA) :

- Customers are required to obtain a formal "Return Agreement" document from SHINING 3D Customer Service Department by submitting a ticket at support.einscan.com prior to returning any piece of product for service.
- Products specified in Return Agreement must be shipped out within seven (7) days of issuance. Failure to meet this deadline will necessitate a new Return Agreement, and the warranty status will be reassessed.
- If the entire scanner is replaced, the warranty period for the new scanner shall be the remaining duration of the original scanner's warranty period. If a part is repaired or replaced, the warranty period for that part shall be 90 days from the date of repair or replacement, or the remaining warranty period of the original scanner, whichever is longer.

Dead on Arrival (DOA)

SHINING 3D maintains rigorous manufacturing and quality standards. In the rare event of a product failure upon arrival, our DOA policy applies:

Eligibility:

The Dead on Arrival (DOA) policy shall apply to Product, Scanner, or add-on that satisfies the following criteria: it is determined to be defective within thirty (30) days from the date of arrival, the defect is verified by SHINING 3D's diagnostic testing to result from electrical or mechanical manufacturing faults, and the DOA request is formally approved by SHINING 3D.

Coverage:

- Free replacement: Replace the defective items for free. If the malfunction pertains to the scanner, the unit will be replaced. If the malfunction pertains to an add-on or accessory, only the defective add-on or accessory will be replaced.
- Shipping: SHINING 3D is responsible for both inbound and outbound shipment, airport-to-airport or port-to-port, except custom fees, handling, import duties at the customer destination point. A pre-paid shipping label or shipping account will be provided to send the DOA unit back. SHINING 3D will not reimburse for shipping charge by unauthorized shipment. Ground shipping is default, expedited shipping is available at customer expense.
- Customers must request and obtain a “Return Agreement” prior to returning any piece of product for service or to make arrangements for us to procure a replacement unit. This RMA must be obtained from the Customer Service Department of SHINING 3D (Submit the ticket from support.einscan.com). Customers should return the replaced device within 7 days and provide the tracking number.

Note:

- Missing or damaged items of accessories, such as calibration board, power supply, will be reissued upon verification, which will not be processed as DOA for replacing the whole unit.
- The returned DOA product needs to be in its original package and should include its outer carton, power supply, USB cable, and other accessories.
- Any missing or damaged items in the package will result in ineligibility for DOA exchange.

Out-of-Warranty

The Out of Warranty means that the Standard Warranty and DOA Policy shall not apply if the defect was caused by any of the following, but is covered under Out of Warranty:

1. The purchase date of the Product has exceeded the one-year Standard Warranty period.
2. The serial number has been removed or erased.
3. The Product was not purchased from an authorized SHINING 3D reseller.
4. Defects result from improper use as determined by SHINING 3D authorized engineer.
5. Such damage caused by human factor (including but not limited to misuse, abuse, wear and tear), environmental or natural disasters shall not be covered.
6. Under warranty does not cover physical damage to the surface of the product including but not limited to cracks or scratches on the camera lens, projector.

Out-of-Warranty Service:

Cost:

Customers are responsible for labor, parts and both inbound and outbound shipping to have the unit delivered to SHINING 3D's facilities in China/ Hong Kong/ Germany/ USA and get the unit back. Custom fees, handling, import duties at the destination point are excluded.

RMA Requirement:

Customers must request and obtain a "Return Material Authorization" or RMA prior to returning any piece of product back for service. This RMA must be obtained from the Customer Service Department of SHINING 3D (Submit the ticket from support.einscan.com).

Repair Process:

1. Once SHINING 3D's technicians have performed the inspection and diagnosis work, the customer will be issued with an estimate of the repair costs. This estimate will include credit for inspection cost mentioned above.
2. Customers must approve the estimate, submit a new PO, and arrange payment of balance before the unit is repaired and returned to the customer.

Warranty on Repairs:

The repaired or replaced part will have three (3) months limited warranty from the date of repair.

Parts and Labor：

- SHINING 3D may provide parts and labor or direct customers to replace certain readily installable parts, as described below.
- In servicing your product, SHINING 3D may use parts or products that are comprised of new and/or previously used SHINING 3D genuine parts and have been tested and passed SHINING 3D functional requirements, subject to applicable laws.
- SHINING 3D will retain the replaced part or product that is exchanged during service as its property, and the replacement part or product will become your property.

- Replaced parts and products are generally repairable and are exchanged or repaired by SHINING 3D for value.
- If applicable law requires SHINING 3D to return a replaced item to you if requested by you, you agree to pay SHINING 3D the retail cost of the replacement item and shipping.

Warranty Plan Pricing

SHINING 3D Extended Warranty and SHINING 3D Peace of Mind Price List

APAC/LATAM/ EMEA/NAM $ USD/ € EURO	**Extended Standard Warranty (1 year)**	**Extended Standard Warranty (2 year)**	**SHINING 3D Peace of Mind (Total 2 years)**	**SHINING 3D Peace of Mind (Total 3 years)**
EinScan Trak	799	1199	1199	1799

- Extended Standard Warranty (1 year), extend warranty period to in total **2** years.
- Extended Standard Warranty (2 year), extend warranty period to in total **3** years.
- Refurbished models are ineligible for purchase and do not qualify for Extended Standard Warranty and SHINING 3D Peace of Mind coverage.

How to contact us?

If the scanner does not function during warranty period, you can obtain warranty service from SHINING 3D, or SHINING 3D approved resellers/distributors.

You can also contact SHINING 3D support team by submitting a support ticket at support.einscan.com and track your service.
Please note that the following information will be asked in your first contact with our support:

- The scanner model and serial number (you can find the label on the scanner)
- A copy of receipt, original invoice, or bill of the purchase.

Return Address:

SHINING 3D Tech Co., Ltd.
No. 1398, Xiangbin Road, Wenyan, Xiaoshan, Hangzhou, Zhejiang, China.

SHINING 3D (HK) COMPANY LIMITED
Room 303A, 3/F, Tower 2, Enterprise Square Phase I, 9 Sheung Yue Road, Kowloon Bay, Kowloon, Hong Kong

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